

DEC 02 2005

**PROPOSED AMENDMENT FOR SERIAL NO. 09/930,616 FOR  
DISCUSSION PURPOSES ONLY – NOT TO BE ENTERED WITHOUT  
APPLICANT'S APPROVAL**

1. (Currently amended) A method for skills-based routing of a communication session received at a switch, comprising:

receiving, at a switch, a request to establish a communication session between a client and one of a plurality of service agent stations;

generating a profile of the communication session in response to the request, wherein the profile of the communication session comprises at least two attributes;

comparing the profile of the communication session to a skills table, wherein the skills table includes a plurality of service agent records, each service agent record associating a service agent station with one or more skill entries;

identifying, based on the comparison of the profile and the skills table, a subset of the service agent records included in the skills table, wherein the subset contains a plurality of service agent records;

generating an ordered list of service agent records ~~by applying one or more arithmetic algorithms to skill entries associated with the subset of service agent records; and~~

selecting a service agent station associated with a first service agent record in the ordered list;

receiving, at a server remote from the switch, service agent information from a client, the service agent information pertaining to a service agent station associated with the client;

storing the service agent information on the server;

updating a skills table utilizing the service agent information, wherein the skills table associates each service agent station with a plurality of skill entries in a service agent record; and

communicating the skills table to the switch.